

PROCEDURE FOR REVIEWING COMPLAINTS AND/OR RESOLVING CONFLICTS

(this process is not to be used if the matter involves abuse of minors or sexual misconduct – in these cases please see <http://www.eriecd.org/protectyouth.htm>)

Step One

The person who has the complaint or conflict is to attempt, where possible, to resolve it directly with the person with whom the complaint or conflict exists.

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The following procedure is to be followed in examining complaints and/or in resolving conflicts between a religious education leader and pastor or catechist and religious education leader when a direct appeal (Step 1) has not been successful:

Step Two

Within fourteen calendar days:

If the person is unable to resolve the complaint or conflict with another, the person who has the complaint or conflict is to bring it to the most immediate supervisory authority not involved with the issue.

Catechists take the complaint to the religious education leader.

If religious education leader is involved in the complaint, then the catechist takes it to the pastor.

If the pastor is involved in the complaint, then the catechist / religious education leader takes it to the Diocesan Director of Religious Education.

Things NOT to do:

Do not delay in reporting

Do not discuss the situation with anyone other than the appropriate supervisor

Do not decide that ignoring the situation will make it go away

Do not resign

The complaint or conflict shall be properly examined and every attempt will be made to resolve the situation. The following order of recourse shall be followed:

The proper administrative authority to whom the unresolved issue is brought is to conduct a confidential investigation of the situation promptly, fairly, and impartially, with due regard to the rights of both parties. Both parties shall be regularly informed of the progress of the review process. This process should take no longer than 7 calendar days under normal circumstances. At that time, the proper administrative authority is to document his/her findings.

This documentation should include:

- Findings of the investigation – (include dates, names, etc.)
- Whether or not any disciplinary action was taken
- Whether the conflict was resolved to the satisfaction of both parties
- The steps taken to prevent a recurrence of the present situation
- Findings should be filed in the personnel file by the proper authority. If the matter is considered serious or potentially serious, the written report is to also be given to the Diocesan Director of Religious Education.

Step Three

1. If a satisfactory disposition of the complaint or conflict is not reached the grievant may file a written request for further consideration of the matter within 14 calendar days of receiving the documentation from the Step Two process. Please address the letter to the Director of Religious Education and include all other documentation. If the Diocesan Director of Religious Education was involved in the second Step the complaint will be taken directly to the Vicar of Education for review.
2. The documentation will be reviewed; additional information via interviewing personnel involved in the situation will be gathered. The findings will be documented within 7 calendar days.

Step Four

1. If a satisfactory disposition of the complaint or conflict is not reached the grievant can file a written request for further consideration of the matter within one week to the Vicar for Education. The Vicar will hold meetings within 14 calendar days with the grievant, the direct supervisor and any other appropriate parties as determined by the Vicar of Education. After completing the review, the Vicar will respond to the grievant in writing reviewing the issues and stating a course of action.

Additional Notes:

After this process is followed, a grievant is free to appeal a decision to the Bishop in writing.

Retaliation in any form against any employer, employee, parent or student who exercises his/her right to file or participate in the resolution of a complaint or conflict is strictly prohibited and will itself be cause for appropriate disciplinary action.

**PROCEDURE FOR INVESTIGATING COMPLAINTS
AND/OR RESOLVING CONFLICTS TIMEFRAME**

Resolve conflict with those involved in the situation.	Immediately
<u>Step Two:</u>	
Put complaint in writing/give to immediate supervisor.	Within fourteen calendar days
Supervisor responds in writing.	Within seven calendar days
Notification is sent to the Director of Religious Education.	
<u>Step Three:</u>	
Written complaint is sent to the Director of Religious Education	Within fourteen calendar days
Director writes a response.	Within seven calendar days
<u>Step Four:</u>	
Written complaint is given to Vicar for Education.	Within seven calendar days
Vicar for Education responds in writing to grievant.	Within fourteen calendar days